



June 4, 2018

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Mattress Factory Staff, Interns and Volunteers,

The Mattress Factory Board of Directors understands that there have been some serious allegations against a Mattress Factory staff member and that the process in handling these allegations has led to a breakdown in communications and a lack of trust in the process. We want you to know that we take all of these allegations and resulting negative effects seriously; we are listening and taking immediate steps to resolve emergent issues and developing long term plans to help prevent future incidents and to improve the Mattress Factory environment as a whole. The investigation was completed with legal consultation and was extensively reviewed by the Board. Unfortunately, at the same time, all of us, and particularly Michael Olijnyk, were also dealing with the increasing illness and eventual passing of Barbara.

In order to foster a healthier environment, the Board is moving forward with several changes:

### What will change now?

- You will be able to send questions, comments, input on the handbook, concerns or complaints to a new Board email address developed for staff use ([mfboard@mattress.org](mailto:mfboard@mattress.org)). This Board email address, and more active Board involvement in staff matters, is a temporary measure until the museum has the Human Resource structure, discussed below, in place

- Alternatively, you can also reach out directly to the members of the Governance Committee or the Board Chair with complaints or concerns regarding harassment, retaliation, discrimination or workplace safety issues

- Misha Cannon, Operations Manager, will take an interim role, in conjunction with Caitlin Harpster, Director of Development, in addressing employment matters while we develop a more permanent and robust Human Resources group

- The individual against whom the allegations were made is no longer with the Mattress Factory

### What changes are we working on for the future?

- Handbook and policy updates with input from staff

The Mattress Factory and  
Museum is a registered 501(c)(3)  
organization. For more information  
on our financials, please visit  
[www.mattress.org](http://www.mattress.org).  
We are committed to transparency  
and accountability.

- A more formalized and detailed investigative policy to address complaints, including standardized forms and checks and balances
- Leadership training, including completion of anti-harassment, discrimination, retaliation and HR training (this training will be more detailed and management focused than the training staff received).
- Human Resources functions and designation of specific managers to HR roles, including female members of the HR group
- More timely communicative interactions with staff

We are working to incorporate some excellent suggestions from staff and looking at longer term plans, so we appreciate your patience as we develop new strategies and work to get them into place. Please, if you have an immediate issue, do not hesitate to reach out to your immediate supervisor, Misha Cannon, Caitlin Harpster, Michael Olijnyk, the Governance Committee, Board Chair, or utilize the new staff email address and we will work to provide more expeditious responses.

While the Board is listening carefully and considering your input, it is important to point out that the day-to-day management of the Mattress Factory remains with the now sole Director, Michael Olijnyk and his administrative team. Misha Cannon and Caitlin Harpster will not serve in interim HR capacities as part of this administrative team until long term plans for an HR group can be formalized. Staff members should always report issues to their immediate team leader, supervisor or Misha and Caitlin first, but can utilize Michael Olijnyk, or the Board if they feel there is an issue of safety or that policies are not being followed.

We will be providing assistance in the form of outside consultants who will help us through this time of healing. Let's begin to heal so that we can together continue Barbara's vision.

Thank you for everything that you do to make the Mattress Factory a continued success.



Michael White, MD, FACS  
*Chairman, Mattress Factory Board of Directors*